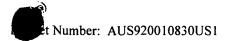


the specification of which (check one)



DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE

	_ is attached hereto was filed on	0.		
	as Application S	Serial No.		
	and was amende			
		(if applicable)		
		reviewed and understand mended by any amendmo	the contents of the above ident referred to above.	entified specification,
1.56, betwe	including for contin	uation-in-part application f the prior application and	nich is material to patentabilens, material information while the national or PCT internation	ch became available
applion internal listed breed	cations(s) for patent, national application I below and have also	, inventor's or plant breed which designated at least o identified below, any for e(s) or any PCT internation	U.S.C. 119(a)-(d) or (f), or 3 der's rights certificate(s), or one country other than the Upreign application for patent onal application having a file	365(a) of any PCT Jnited States of America inventor's or plant
	Prior Foreign Application(s):			
Prior	B PP	` '		Priority Claimed

POST OFFICE ADDRESS:



POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; and Cynthia S. Byrd, Reg. No. 39,365.

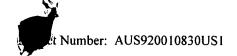
Send correspondence to: Cynthia S. Byrd, Internal Business Machines, Intellectual Property Law, 11400 Burnet Rd., Austin, Texas 78758 and direct all telephone calls to (512) 823-5884.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF FIRST INVENTOR: Michael Wayne Brown
INVENTORS SIGNATURE find Mana Bon DATE: 12/10/2001
RESIDENCE: 529 River Down Road Georgetown, TX 78628
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above
FULL NAME OF SECOND INVENTOR: Joseph Herbert McIntyre
INVENTORS SIGNATURE: DELPH Nubert Mate DATE: 12/10/2001
RESIDENCE: 1543 Cutting Horse Lane Austin, TX 78727
CITIZENSHIP: USA Canada

Same As Above





FULL NAME OF THIRD INVENTOR: Michael A. Paolini
INVENTORS SIGNATURE: DATE: 12/10/200/
RESIDENCE: 6407 Wallace Cove

Austin, TX 78750

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF FOURTH INVENTOR: James Mark Weaver

INVENTORS SIGNATURE: James Marlol DATE: 12/10/2001

11101 COMISO PALA PATIT

RESIDENCE: 11012 Crossland Drive

Austin, TX 78726-1318

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF FIFTH INVENTOR: Scott Lee Winters

INVENTORS SIGNATURE: DATE: DATE:

RESIDENCE: 8000 High Hollow Cove

Austin, TX 78750

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above